

ECUA Residential Recycling Program -

Frequently Asked Questions

1. How do I Sign-Up for Recycling?

The best way to sign up for recycling now is through the internet. Our Customer Service representatives, available at **850-476-0480**, will gladly assist customers who do not have Internet access. Customers who have Internet access may sign-up using the following methods:

- E-mail the Authority at customerservice@ecua.org . Please include your name, address and daytime phone number, along with the desired recycling container size. Available sizes are 40-gallon, 64-gallon, or 90-gallon containers.
- By downloading the [sign-up form](#) located on the Sanitation Services page. Customers can print out the form, fill it out and fax it to **850-494-7343**, or mail it to:

ECUA

P.O. Box 15311

9255 Sturdevant Street

Pensacola, FL 32514-0311

2. Who can participate in the program?

All ECUA Sanitation customers.

3. Is there a charge for recycling program?

No. It is included in your monthly charge.

4. How long will it take to get my recycling container?

Generally recycling containers are delivered in two business days.

5. I Want to Sign-up for an Extra Garbage Can. What should I do?

Please call our Customer Service line or e-mail your request to customerservice@ecua.org. Please include your name, address and daytime phone number, along with the number of extra garbage containers you are requesting. Up to three additional 90-gallon containers are available to each household, for \$3.06 per month, per container. Rates are subject to change.

6. What Can I Recycle?

Please follow this link to the [list of items accepted](#) our program.

7. I have Other Sanitation-related Questions? What should I do?

Please follow this link to our [Sanitation Services](#) page, which should answer any remaining questions.